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# 1 [Universal email: from zero to 60 in 36 months](#)

Don M. Wee, A. Bahaveolos

November 1993 **Proceedings of the 21st annual ACM SIGUCCS conference on User services**

Full text available: [pdf\(989.94 KB\)](#) Additional Information: [full citation](#), [index terms](#)

# 2 [Integrating tools and tasks: Understanding sequence and reply relationships within email conversations: a mixed-model visualization](#)

Gina Danielle Venolia, Carman Neustaedter

April 2003 **Proceedings of the conference on Human factors in computing systems**

Full text available: [pdf\(803.02 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

It has been proposed that email clients could be improved if they presented messages grouped into conversations. An email conversation is the tree of related messages that arises from the use of the reply operation. We propose two models of conversation. The first model characterizes a conversation as a chronological sequence of messages; the second as a tree based on the reply relationship. We show how existing email clients and prior research projects implicitly support each model to a greater ...

# 3 [Integrating electronic mail into university culture](#)

David Dodds

September 1996 **Proceedings of the 24th annual ACM SIGUCCS conference on User services**

Full text available: [pdf\(592.11 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)

# 4 [Papers: collaborating through documents: FLANNEL: adding computation to electronic mail during transmission](#)

Victoria Bellotti, Nicolas Ducheneaut, Mark Howard, Christine Neuwirth, Ian Smith, Trevor Smith

October 2002 **Proceedings of the 15th annual ACM symposium on User interface software and technology**

Full text available: [pdf\(374.21 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index](#)

[terms](#)


In this paper, we describe FLANNEL, an architecture for adding computational capabilities to email. FLANNEL allows email to be modified by an application while in transit between sender and receiver. This modification is done without modification to the endpoints---mail clients---at either end. This paper also describes interaction techniques that we have developed to allow senders of email to quickly and easily select computations to be performed by FLANNEL. Through, our experience, we explain ...

**Keywords:** communications channel, computational email, electronic mail, web applications

5 Managing user perceptions of email privacy

Suzanne P. Weisband, Bruce A. Reinig

December 1995 **Communications of the ACM**, Volume 38 Issue 12

Full text available:  [pdf\(213.15 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Email users, expecting privacy, risk embarrassment, lawsuits, and worse.

6 Electronic mail as a coalition-building information technology

Celia T. Romm, Nava Pliskin

January 1998 **ACM Transactions on Information Systems (TOIS)**, Volume 16 Issue 1

Full text available:  [pdf\(80.12 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


One of the most intriguing lines of research within the literature on diffusion of information technologies (IT) is the study of the power and politics of this process. The major objective of this article is to build on the work of Kling and Markus on power and IT, by extending their perspective to email. To demonstrate how email can be used for political purposes within an organizational context, a case study is presented. The case study describes a series of events which took place in a u ...

**Keywords:** MIS, abuse, coalition building, email, politics

7 Secure external references in multimedia email messages

Burkhard Wiegel

January 1996 **Proceedings of the 3rd ACM conference on Computer and communications security**

Full text available:  [pdf\(1.27 MB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)

8 Career implications of electronic mail use and misuse: research in progress

Janet S. Adams, Catherine M. Beise

April 1997 **Proceedings of the 1997 ACM SIGCPR conference on Computer personnel research**

Full text available:  [pdf\(285.83 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)

9 Managing communications: Markets for attention: will postage for email help?

Robert E. Kraut, James Morris, Rahul Telang, Darrin Filer, Matt Cronin, Shyam Sunder

November 2002 **Proceedings of the 2002 ACM conference on Computer supported cooperative work**

Additional Information:

Full text available:  pdf(246.31 KB)

[full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)


Balancing the needs of information distributors and their audiences has grown harder in the age of the Internet. While the demand for attention continues to increase rapidly with the volume of information and communication, the supply of human attention is relatively fixed. Markets are a social institution for efficiently balancing supply and demand of scarce resources. Charging a price for sending messages may help discipline senders from demanding more attention than they are willing to pay for ...

**Keywords:** computer mediated communication, economics, electronic mail, empirical studies, markets, social impact, spam

#### 10 Finding a happy medium: explaining the negative effects of electronic communication on social life at work

M. L. Markus

April 1994 **ACM Transactions on Information Systems (TOIS)**, Volume 12 Issue 2

Full text available:  pdf(2.35 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The sometimes observed negative social effects of electronic communication technology are often attributed to the characteristics of the technology itself. Electronic mail, for instance, filters out personal and social cues and provides new capabilities not found in traditional media, and it has been argued that these factors have consequences such as "flaming" and depersonalization. Alternative theoretical perspectives on the impacts of information technology suggest that our a ...

**Keywords:** connectedness, depersonalization, electronic mail, etiquette, politics, social distance

#### 11 INFOMOD: a knowledge-based moderator for electronic mail help lists

Robert J. Hall

November 1996 **Proceedings of the fifth international conference on Information and knowledge management**

Full text available:  pdf(910.37 KB)

Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

#### 12 HyperMail: treating electronic mail as literature

R. K. Belew, J. Rentzepis

March 1990 **ACM SIGOIS Bulletin , Proceedings of the conference on Office information systems**, Volume 11 Issue 2-3

Full text available:  pdf(688.18 KB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The huge flux of electronic information surrounding the modern researcher requires new tools for its management. HyperMail is a simple tool built on the HyperCard environment for use as a retrospective aid, for relatively stable collections of Email messages concerning a relatively focused topic. By allowing users to swiftly locate, examine and compare messages across authors and across time, the original conversation can become a rich source of subsequent study. Our goal is to treat Email ...

#### 13 Interactive posters: computer-mediated communication: Marked for deletion: an analysis of email data

Laura Dabbish, Gina Venolia, JJ Cadiz

Full text available:  pdf(302.30 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

What characteristics of an email message make it more likely to be discarded? Statistical analyses of a set of deleted and non-deleted messages revealed several factors that were important in predicting the fate of a message. After controlling for the owner of the particular message, four factors turned out to be most important: history of communication with the sender (messages sent to and messages received from), intra-organizational vs. external sender, and size of the recipient group.

**Keywords:** CMC, electronic mail, email, filtering, messaging

**14 New email security infrastructure**

Martin Ferris

August 1994 **Proceedings of the 1994 workshop on New security paradigms**

Full text available:  pdf(503.94 KB) Additional Information: [full citation](#), [abstract](#), [index terms](#)

This paper addresses the problem of analysing an information system for security flaws or vulnerabilities in a way that is analogous to the analysis of a safety-critical system. In particular, instead of adopting the approach that security is a property that must be proved to hold (fault avoidance), it shows how to analyse a system for possible security failures so that fault prevention, tolerance, recovery or even fault acceptance techniques can be chosen where appropriate.

**15 Computational mail as network infrastructure for computer-supported cooperative work**

Nathanial S. Borenstein

December 1992 **Proceedings of the 1992 ACM conference on Computer-supported cooperative work**

Full text available:  pdf(911.62 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

**Keywords:** CSCW infrastructure, active mail, electronic mail, portability, security

**16 Bringing email services to the desktop**

William O. H. Freund

December 1992 **Proceedings of the 20th annual ACM SIGUCCS conference on User services**

Full text available:  pdf(342.74 KB) Additional Information: [full citation](#), [index terms](#)

**17 Communication and information: alternative uses of the Internet in households**

Robert Kraut, Tridas Mukhopadhyay, Janusz Szczypula, Sara Kiesler, William Scherlis

January 1998 **Proceedings of the SIGCHI conference on Human factors in computing systems**


Full text available:  pdf(1.07 MB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

**Keywords:** Email, Internet, World Wide Web, computer-mediated communication, family communication, interpersonal communication, online services, social impact, technology adoption, user studies

## Demos: eArchivarius: accessing collections of electronic mail

Anton Leuski, Douglas W. Oard, Rahul Bhagat

July 2003 **Proceedings of the 26th annual international ACM SIGIR conference on Research and development in information retrieval**

Full text available:  pdf(54.27 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


We present eArchivarius an interactive system for accessing collections of electronic mail. The system combines search, clustering visualization, and time-based visualization of email messages and people who send or received the messages.

**Keywords:** email archive

## 19 Users and standardization—worlds apart? The example of electronic mail

Kai Jakobs, Rob Procter, Robin Williams

December 1996 **StandardView**, Volume 4 Issue 4

Full text available:  pdf(106.37 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We report on and analyze the views of long-standing active members of standards-setting working groups in electronic communications. We focus in particular on their experiences of, and attitudes towards, user participation in standardization. The results reveal attitudes that differ considerably from the official statement. To complement the views of standards professionals, we explore the attitude of large corporate email users towards standardization in general, the impact standards have ...

## 20 Design expo case studies: Designing remail: reinventing the email client through innovation and integration

Bernard Kerr, Eric Wilcox

April 2004 **Extended abstracts of the 2004 conference on Human factors and computing systems**

Full text available:  pdf(1.68 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

The Remail design team defined a specification for an innovative and integrated email client. This design-lead effort tackled three key problems that email researchers have discovered: lack of context, co-opting of email, and keeping track of too many things. Based on earlier design and research explorations, we conceived of a client from the ground up that attacked these problems in an integrated fashion. Our solutions were based on three constructs: showing message context, marking email, and ...

**Keywords:** concept design, experience design, experience strategy, information architecture, integration

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## 21 [VizSEC short papers session: Email archive analysis through graphical visualization](#)

Wei-Jen Li, Shlomo HersHKop, Salvatore J. Stolfo

October 2004 **Proceedings of the 2004 ACM workshop on Visualization and data mining for computer security**

Full text available: [pdf\(403.73 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

The analysis of the vast storehouse of email content accumulated or produced by individual users has received relatively little attention other than for specific tasks such as spam and virus filtering. Current email analysis in standard client applications consists of keyword based matching techniques for filtering and expert driven manual exploration of email files.

We have implemented a tool, called the Email Mining Toolkit (EMT) for analyzing email archives which includes a graphic ...

**Keywords:** email, spam, virus

## 22 [Security for Web Applications and P2P: Certified email with a light on-line trusted third party: design and implementation](#)

Martin Abadi, Neal Glew

May 2002 **Proceedings of the eleventh international conference on World Wide Web**

Full text available: [pdf\(189.19 KB\)](#) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)

This paper presents a new protocol for certified email. The protocol aims to combine security, scalability, easy implementation, and viable deployment. The protocol relies on a light on-line trusted third party; it can be implemented without any special software for the receiver beyond a standard email reader and web browser, and does not require any public-key infrastructure.

## 23 [Neuro-fuzzy applications: Active electronic mail](#)

S. Karnouskos, A. Vasilakos

March 2002 **Proceedings of the 2002 ACM symposium on Applied computing**

Full text available: [pdf\(532.13 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Network infrastructures have evolved tremendously over the last years, offering new capabilities to the applications in higher levels. Email is a widely used communication tool that could benefit of an intelligent and active underlying network in order to support sophisticated services. We explore in this paper an infrastructure based on intelligent mobile


agents and active networks, and point out how and where advanced features can be introduced to our current passive email platform in order to ...

**Keywords:** active networks, computational intelligence, email, intelligent mobile agents

## 24 An experimental framework for email categorization and management

Kenricj Mock

September 2001 **Proceedings of the 24th annual international ACM SIGIR conference on Research and development in information retrieval**

Full text available:  pdf(174.00 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)


Many problems are difficult to adequately explore until a prototype exists in order to elicit user feedback. One such problem is a system that automatically categorizes and manages email. Due to a myriad of user interface issues, a prototype is necessary to determine what techniques and technologies are effective in the email domain. This paper describes the implementation of an add-in for Microsoft Outlook 2000 TM that intends to address two problems with email: 1) help manage the inbo ...

**Keywords:** classification, email management, foltering

## 25 Security procedures effects on network communication: Email filters can adversely affect free and open flow of communication

Bhagyavati, Neal Rogers, Mei Yang

January 2004 **Proceedings of the winter international symposium on Information and communication technologies**


Full text available:  pdf(114.23 KB) Additional Information: [full citation](#), [abstract](#), [references](#)

With the unprecedented growth and widespread nature of computer viruses and worms spreading through electronic mail systems, network administrators have developed and installed filters to stem the flow of unsolicited and dangerous email. However, in the vigilant atmosphere of today due to malicious software such as SoBig.F, email filters can have unintended consequences. Examples of such consequences range from blocking of legitimate email to blacklisting senders accused of spam or unsolicited, ...

## 26 How to avoid unwanted email

Robert J. Hall

March 1998 **Communications of the ACM**, Volume 41 Issue 3

Full text available:  pdf(294.69 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

## 27 Integrating geometrical and linguistic analysis for email signature block parsing

Hao Chen, Jianying Hu, Richard W. Sproat

October 1999 **ACM Transactions on Information Systems (TOIS)**, Volume 17 Issue 4

Full text available:  pdf(192.29 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

The signature block is a common structured component found in email messages. Accurate identification and analysis of signature blocks is important in many multimedia messaging and information retrieval applications such as email text-to-speech rendering, automatic construction of personal address databases, and interactive message retrieval. It is also a very challenging task, because signature blocks often appear in complex two-dimensional layouts which are guided only by loose convention ...


**Keywords:** email signature block, finite-state transducer, geometrical analysis, linguistic analysis, text-to-speech rendering

28 On Site: Innovative use of email for teaching

Albert Huang

November 2001 **Communications of the ACM**, Volume 44 Issue 11

Full text available:  [pdf\(155.30 KB\)](#)

 [html\(15.69 KB\)](#)

Additional Information: [full citation](#), [index terms](#)

29 Reducing user effort in collaboration support

Andrew Cockburn, Harold Thimbleby

February 1993 **Proceedings of the 1st international conference on Intelligent user interfaces**

Full text available:  [pdf\(473.49 KB\)](#)

Additional Information: [full citation](#), [references](#), [index terms](#)

**Keywords:** Mona (a CSCW system), conversational context, email, free guidance, heuristics

30 Specification, validation, and synthesis of email agent controllers: A case study in function rich reactive system design

Robert J. Hall

August 2000 **Proceedings of the third workshop on Formal methods in software practice**

Full text available:  [pdf\(527.90 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

With a few exceptions, previous formal methods for reactive system design have focused on finite state machines represented in terms of boolean states and boolean next-state functions. By contrast, in many reactive system domains requirements engineers and developers think in terms of complex data types and expressive next-state functions. Formal methods for reactive system design must be extended to meet their needs as well. I term a reactive system function rich if expr ...

**Keywords:** Electronic Mail, Formal Methods, Reactive Systems

31 Infrastructure for telework: electronic communication at Texaco

Gerardine DeSanctis, Brad M. Jackson, Marshall Scott Poole, Gary W. Dickson

April 1996 **Proceedings of the 1996 ACM SIGCPR/SIGMIS conference on Computer personnel research**

Full text available:  [pdf\(869.55 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

32 Intrusion detection and response: MET: an experimental system for Malicious Email Tracking

Manasi Bhattacharyya, Shlomo HersHKop, Eleazar Eskin

September 2002 **Proceedings of the 2002 workshop on New security paradigms**

Full text available:  [pdf\(790.18 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Despite the use of state of the art methods to protect against malicious programs, they

continue to threaten and damage computer systems around the world. In this paper we present MET, the Malicious Email Tracking system, designed to automatically report statistics on the flow behavior of malicious software delivered via email attachments both at a local and global level. MET can help reduce the spread of malicious software worldwide, especially self-replicating viruses, as well as provide further ...

**Keywords:** anti-virus, email attachment, email tracking, virus detection

### 33 Papers: Bifrost inbox organizer: giving users control over the inbox

Olle Bälter, Candace L Sidner

October 2002 **Proceedings of the second Nordic conference on Human-computer interaction**

Full text available:  pdf(173.69 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Many email users, especially managers, receive too many email messages to read in the time available to them. The solutions available today often require programming skills on the part of the user to define rules for prioritizing messages or moving messages to folders. We propose a different approach: categorize messages in the inbox with predefined rules that do not require maintenance and are scalable to handle anything from 50 to thousands of messages.

**Keywords:** categorization, email, inbox, organize, prioritization

### 34 The communicative economy of the workgroup: multi-channel genres of communication

Stephen Reder, Robert G. Schwab

January 1988 **Proceedings of the 1988 ACM conference on Computer-supported cooperative work**

Full text available:  pdf(1.59 MB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

### 35 Integrating tools and tasks: Taking email to task: the design and evaluation of a task management centered email tool

Victoria Bellotti, Nicolas Ducheneaut, Mark Howard, Ian Smith

April 2003 **Proceedings of the conference on Human factors in computing systems**

Full text available:  pdf(1.69 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Email has come to play a central role in task management, yet email tool features have remained relatively static in recent years, lagging behind users' evolving practices. The Taskmaster system narrows this gap by recasting email as task management and embedding task-centric resources directly in the client. In this paper, we describe the field research that inspired Taskmaster and the principles behind its design. We then describe how user studies conducted with "live" email data over a two-week ...

**Keywords:** ethnography

### 36 Spam!

Lorrie Faith Cranor, Brian A. LaMacchia

August 1998 **Communications of the ACM**, Volume 41 Issue 8

Full text available:  pdf(209.22 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#), [review](#)

37 Manageability, availability, and performance in porcupine: a highly scalable, cluster-based mail service

Yasushi Saito, Brian N. Bershad, Henry M. Levy

August 2000 **ACM Transactions on Computer Systems (TOCS)**, Volume 18 Issue 3

Full text available:  pdf(2.52 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

This paper describes the motivation, design and performance of Porcupine, a scalable mail server. The goal of Porcupine is to provide a highly available and scalable electronic mail service using a large cluster of commodity PCs. We designed Porcupine to be easy to manage by emphasizing dynamic load balancing, automatic configuration, and graceful degradation in the presence of failures. Key to the system's manageability, availability, and performance is that sessions, data, and underlying ...

**Keywords:** cluster, distributed systems, email, group membership protocol, load balancing, replication

38 Remote usability evaluation: user participation in the design of a Web-based email service

David R. Millen

April 1999 **ACM SIGGROUP Bulletin**, Volume 20 Issue 1

Full text available:  pdf(583.72 KB) Additional Information: [full citation](#), [abstract](#), [index terms](#)


A case study is presented in which remote usability evaluation methods were used in the development of a new Internet service. The new service provided access to email using a standard web browser. User session logs, which included keystroke level event records, were examined for approximately 600 of the service trial users. This allowed temporal and activity analysis of user behavior, as well as the detection of general session usage patterns. In addition to keystroke level data, feedback about ...

**Keywords:** email, online ethnography, remote usability, user requirements

39 Section 04: reflecting on practice: Innovation in extremis: evolving an application for the critical work of email and information management

Victoria Bellotti, Nicolas Ducheneaut, Mark Howard, Ian Smith, Christine Neuwirth

June 2002 **Proceedings of the conference on Designing interactive systems: processes, practices, methods, and techniques**

Full text available:  pdf(1.44 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

We describe our experience of trying to develop a novel application that transforms information management (both coordination-based and personal) from stand-alone resources into resources deeply embedded in email. We explored two models for accomplishing this goal; these were to embed these resources in the email channel and to embed them in the client. Our exploration of the first model was intensive, in-depth and ultimately unsuccessful in large part due to our design process. We adopted Extre ...

**Keywords:** Extreme Programming, Personal Information Management, TaskMaster, ThinkDoc, XP, email, workflow

40 Inside risks: Risks in email security

Albert Levi, Çetin Kaya Koç

August 2001 **Communications of the ACM**, Volume 44 Issue 8

Full text available:  pdf(49.07 KB)  Additional Information: [full citation](#), [index terms](#)  
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**41 [Ethical issues related to internet development and research](#)**

M. Dee Medley, Rebecca H. Rutherford, G. Ernest Anderson, R. Waldo Roth, Stuart A. Varden  
December 1998 **Working Group reports of the 3rd annual SIGCSE/SIGCUE ITICSE  
conference on Integrating technology into computer science education**

Full text available: pdf(77.36 KB) Additional Information: [full citation](#), [references](#), [index terms](#)

**42 [Ethical issues related to Internet development and research](#)**

M. Dee Medley, Rebecca H. Rutherford, G. Ernest Anderson, R. Waldo Roth, Stuart A. Varden  
December 1998 **ACM SIGCSE Bulletin**, Volume 30 Issue 4

Full text available: pdf(1.65 MB) Additional Information: [full citation](#), [abstract](#), [index terms](#)

This paper discusses ethical issues concerning Internet development, presentation and research. A brief overview of the major ethical issues related to computing is followed by a discussion of ethical issues specific to the use of the Internet. We will look at the implications of these issues for particular population groups such as children, women, disabled persons, and the low socio-economic class. Finally, we offer suggestions for how these issues can be brought into the computer or informati ...

**43 [Ethical issues related to internet development and research](#)**

M. Dee Medley, Rebecca H. Rutherford, G. Ernest Anderson, R. Waldo Roth, Stuart A. Varden  
October 1998 **ACM SIGCUE Outlook**, Volume 26 Issue 4

Full text available: pdf(1.60 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

This paper discusses ethical issues concerning Internet development, presentation and research. A brief overview of the major ethical issues related to computing is followed by a discussion of ethical issues specific to the use of the Internet. We will look at the implications of these issues for particular population groups such as children, women, disabled persons, and the low socio-economic class. Finally, we offer suggestions for how these issues can be brought into the computer or informati ...

**44 [Email marketing grows up: a primer for the new millennium](#)**

Joe Dysart  
December 1999 **netWorker**, Volume 3 Issue 4

Full text available: pdf(212.84 KB) Additional Information: [full citation](#), [index terms](#)

45 Systems: Lessons from the reMail prototypes

Daniel Gruen, Steven L. Rohall, Suzanne Minassian, Bernard Kerr, Paul Moody, Bob Stachel, Martin Wattenberg, Eric Wilcox

November 2004 **Proceedings of the 2004 ACM conference on Computer supported cooperative work**

Full text available:  pdf(545.81 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


Electronic mail has become the most widely-used application for business productivity and communication, yet many people are frustrated with their email. Though email usage has changed, our email clients largely have not. In this paper, we describe a prototype email client developed out of a multi-year iterative design process aimed at providing those who "live in their email" with an improved, integrated email experience. We highlight innovative features and describe the user trials for each ...

**Keywords:** attention management, electronic mail, information visualization, instant messaging, summarization, text analysis, threads

46 Risks and threats from Internet access: protecting the institution

Ernest A. Kallman


November 1994 **Proceedings of the conference on Ethics in the computer age**

Full text available:  pdf(501.24 KB) Additional Information: [full citation](#), [references](#), [index terms](#)

47 Email migration: strategies and outcomes

Jim Bostick, John Fritz, Kay Sommers, Jane Hesler

November 1997 **Proceedings of the 25th annual ACM SIGUCCS conference on User services: are you ready?**

Full text available:  pdf(745.15 KB) Additional Information: [full citation](#), [index terms](#)

48 On site: Additional methods when using email for teaching

Ross A. Malaga

August 2002 **Communications of the ACM**, Volume 45 Issue 8

Full text available:  pdf(63.77 KB)  html(12.00 KB) Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)

Providing additional functionality and limiting problems by combining a server-side and client-side approach when teaching with email applications.

49 The ethical and legal quandary of email privacy

Janice C. Sipior, Burke T. Ward

December 1995 **Communications of the ACM**, Volume 38 Issue 12

Full text available:  pdf(204.07 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

What should conscientious employees and their ethical employers expect? It's hard to say.

50 Doctorial Consortium: Reinventing the inbox: supporting the management of pending tasks in email

Jacek Gwizdka

April 2002 **CHI '02 extended abstracts on Human factors in computing systems**



Full text available:  [pdf\(316.15 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#)

Email was originally designed as a tool for asynchronous communication. However, its current usage goes far beyond that. One of the most commonly performed activities in email is the management of pending tasks. This research focuses on how to support this activity in email and explores alternative solutions that use different external representations of messages and associated tasks.

**Keywords:** email user interface, external representations, prospective memory, task management, visualization

#### 51 Semantic interfaces and OWL tools: Semantic email

Luke McDowell, Oren Etzioni, Alon Halevy, Henry Levy

May 2004 **Proceedings of the 13th international conference on World Wide Web**

Full text available:  [pdf\(508.79 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


This paper investigates how the vision of the Semantic Web can be carried over to the realm of email. We introduce a general notion of semantic mail, in which an email message consists of an RDF query or update coupled with corresponding explanatory text. Semantic email opens the door to a wide range of automated, email-mediated applications with formally guaranteed properties. In particular, this paper introduces a broad class of *semantic email processes*. For example consider the process ...

**Keywords:** decision-theoretic, formal model, satisfiability, semantic web

#### 52 User-centered design methods in practice: a survey of the state of the art

Ji-Ye Mao, Karel Vredenburg, Paul W. Smith, Tom Carey

November 2001 **Proceedings of the 2001 conference of the Centre for Advanced Studies on Collaborative research**

Full text available:  [pdf\(91.90 KB\)](#) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

This paper reports the results of a recent survey involving over one hundred leading professionals of user-centered design (UCD). The survey covered a broad range of issues ranging from the profile of a typical UCD project including the percentage of total budget on UCD, organizational impact of UCD, measures of UCD success, and the most widely used methods and techniques. Results show that cost-benefit tradeoffs are a key consideration in the adoption of UCD methods. Measures of UCD effectiveness ...

#### 53 The dark side of employee email

Janice C. Sipior, Burke T. Ward

July 1999 **Communications of the ACM**, Volume 42 Issue 7

Full text available:  [pdf\(235.76 KB\)](#)  [html\(35.44 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#), [review](#)

#### 54 Email overload: exploring personal information management of email

Steve Whittaker, Candace Sidner

April 1996 **Proceedings of the SIGCHI conference on Human factors in computing systems: common ground**


Full text available:  [pdf\(1.40 MB\)](#)  [html\(50.38 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

**Keywords:** asynchronous communication, email, empirical studies, ethnography, filing, information overload, interpersonal communication, personal information management, task management

55 What users should know about the Public Ada Library (PAL)

Richard Conn

July 1997 **ACM SIGAda Ada Letters**, Volume XVII Issue 4

Full text available:  [pdf\(729.04 KB\)](#)

Additional Information: [full citation](#), [index terms](#)

56 Admediation: New Horizons in Effective Email Advertising

Ram D. Gopal, Zhiping Walter, Arvind K. Tripathi

December 2001 **Communications of the ACM**, Volume 44 Issue 12

Full text available:  [pdf\(105.16 KB\)](#)  
 [html\(27.88 KB\)](#)


Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Using incentive-based approaches to match interested buyers and sellers.

57 Reusable software components

Trudy Levine

July 1996 **ACM SIGAda Ada Letters**, Volume XVI Issue 4

Full text available:  [pdf\(2.45 MB\)](#)

Additional Information: [full citation](#), [index terms](#)

58 Internet Privacy Enhanced Mail

Stephen T. Kent

August 1993 **Communications of the ACM**, Volume 36 Issue 8

Full text available:  [pdf\(4.82 MB\)](#)

Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#), [review](#)

**Keywords:** Internet Privacy Enhanced Mail

59 To take arms against a sea of email

Andrew Arensburger, Azriel Rosenfeld

March 1995 **Communications of the ACM**, Volume 38 Issue 3

Full text available:  [pdf\(919.07 KB\)](#)


Additional Information: [full citation](#), [abstract](#), [citations](#), [index terms](#)

The rapid growth of the Internet means there is more email traffic now than ever before, and there will be still more in years to come. There was a time when only hard-core hackers had to deal with significant amounts of email. As email becomes a standard medium of communication, and more and more nonprogrammers join mailing lists, an increasing number of people find themselves receiving large amounts of email and must cope with it.

60 Content-triggered trust negotiation

Adam Hess, Jason Holt, Jared Jacobson, Kent E. Seamons

August 2004 **ACM Transactions on Information and System Security (TISSEC)**, Volume 7 Issue 3

Full text available:  [pdf\(815.36 KB\)](#)

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The focus of access control in client/server environments is on protecting sensitive server resources by determining whether or not a client is authorized to access those resources. The set of resources is usually static, and an access control policy associated with each resource specifies who is authorized to access the resource. In this article, we turn the traditional client/server access control model on its head and address how to protect the sensitive content that clients disclose to and r ...

**Keywords:** Trust negotiation, access control, authentication, credentials

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# 61 [An experimental system for transactional messaging](#)

Allen E. Milewski, Thomas M. Smith

November 1997 **Proceedings of the international ACM SIGGROUP conference on Supporting group work : the integration challenge: the integration challenge**

Full text available: [pdf\(817.20 KB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

**Keywords:** email, media choice, structured messaging

# 62 [Pricing in computer networks: motivation, formulation, and example](#)

Ron Cocchi, Scott Shenker, Deborah Estrin, Lixia Zhang

December 1993 **IEEE/ACM Transactions on Networking (TON)**, Volume 1 Issue 6

Full text available: [pdf\(1.69 MB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#), [review](#)

# 63 [Using collaborative filtering to weave an information tapestry](#)

David Goldberg, David Nichols, Brian M. Oki, Douglas Terry

December 1992 **Communications of the ACM**, Volume 35 Issue 12

Full text available: [pdf\(3.12 MB\)](#) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#), [review](#)

**Keywords:** information filtering, tapestry

# 64 [Posters: Email is a stage: discovering people roles from email archives](#)

Anton Leuski

July 2004 **Proceedings of the 27th annual international conference on Research and development in information retrieval**

Full text available: [pdf\(79.54 KB\)](#) Additional Information: [full citation](#), [references](#), [index terms](#)

### Inside risks: risks of PKI: secure email

Carl Ellison, Bruce Schneier

January 2000 **Communications of the ACM**, Volume 43 Issue 1

Full text available:  pdf(50.16 KB)  Additional Information: [full citation](#), [citations](#), [index terms](#)  
[html\(7.70 KB\)](#)

### 66 An agent-based system for email highlighting

Suhayya Abu-Hakima, Connie McFarland, John F. Meech

May 2001 **Proceedings of the fifth international conference on Autonomous agents**

Full text available:  pdf(134.06 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


This paper describes the design and implementation of an agentbased system that provides automatic interpretation and content highlighting of electronic text. The architecture has been deployed in a commercial product that provides email content interpretation that allows a user to acquire a fast overview of their email message content.

**Keywords:** agent architectures, agents, email, keyword extraction, text summarization, wireless messaging

### 67 Information access and retrieval: Evaluating cost-sensitive Unsolicited Bulk Email categorization

José María Gómez Hidalgo

March 2002 **Proceedings of the 2002 ACM symposium on Applied computing**

Full text available:  pdf(566.16 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

In the recent years, Unsolicited Bulk Email has become an increasingly important problem, with a big economic impact. In this paper, we discuss cost-sensitive Text Categorization methods for UBE filtering. In concrete, we have evaluated a range of Machine Learning methods for the task (C4.5, Naive Bayes, PART, Support Vector Machines and Rocchio), made cost sensitive through several methods (Threshold Optimization, Instance Weighting, and Meta-Cost). We have used the Receiver Operating Character ...

**Keywords:** cost-sensitive classification, evaluation, text categorization, unsolicited bulk email

### 68 Session 2: Stopping outgoing spam

Joshua T. Goodman, Robert Rounthwaite

May 2004 **Proceedings of the 5th ACM conference on Electronic commerce**

Full text available:  pdf(196.27 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

We analyze the problem of preventing outgoing spam. We show that some conventional techniques for limiting outgoing spam are likely to be ineffective. We show that while imposing per message costs would work, less annoying techniques also work. In particular, it is only necessary that the average cost to the spammer over the lifetime of an account exceed his profits, meaning that not every message need be challenged. We develop three techniques, one based on additional HIP challenges, one based ...

**Keywords:** junk email, spam

### 69 Implementing LIES: (location independent email service)

Pamela Vogel, John Spadaro

October 2000 **Proceedings of the 28th annual ACM SIGUCCS conference on User services: Building the future**

Full text available:  pdf(40.86 KB) Additional Information: [full citation](#), [index terms](#)

**Keywords:** ACAP, IMAP, email clients, email rollout, quota

70 Invited workshop on conceptual information retrieval and clustering of documents:

Spam filters: bayes vs. chi-squared; letters vs. words

Cormac O'Brien, Carl Vogel

September 2003 **Proceedings of the 1st international symposium on Information and communication technologies**

Full text available:  pdf(93.10 KB) Additional Information: [full citation](#), [abstract](#), [references](#)

We compare two statistical methods for identifying *spam* or junk electronic mail. Spam filters are classifiers which determine whether an email is junk or not. The proliferation of spam email has made electronic filtering vitally important. The magnitude of the problem is discussed. We examine the Naive Bayesian method in relation to the 'Chi by degrees of Freedom' approach, the latter used in the field of authorship identification. Both methods produce very promising results. However, the ...

71 Manageability, availability and performance in Porcupine: a highly scalable, cluster-based mail service

Yasushi Saito, Brian N. Bershad, Henry M. Levy

December 1999 **ACM SIGOPS Operating Systems Review , Proceedings of the seventeenth ACM symposium on Operating systems principles**, Volume 33 Issue 5

Full text available:  pdf(1.62 MB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

This paper describes the motivation, design, and performance of Porcupine, a scalable mail server. The goal of Porcupine is to provide a highly available and scalable electronic mail service using a large cluster of commodity PCs. We designed Porcupine to be easy to manage by emphasizing dynamic load balancing, automatic configuration, and graceful degradation in the presence of failures. Key to the system's manageability, availability, and performance is that sessions, data, and underlying serv ...

72 Value-added network services... & beyond

Robert S. Dixon

August 1990 **Proceedings of the 18th annual ACM SIGUCCS conference on User services**

Full text available:  pdf(379.62 KB) Additional Information: [full citation](#), [abstract](#), [index terms](#)

The campus computer networks of today run the gamut from nonexistent through rich functionality and connectivity. Network value can be enhanced by the addition of network-based high-level services such as file storage, printing, fax, fuzzy email addresses and information directories. The next step is to organize access to all these services in a consistent menu-driven way, so that the network itself becomes invisible.

73 Session 1: A study of mass-mailing worms

Cynthia Wong, Stan Bielski, Jonathan M. McCune, Chenxi Wang

October 2004 **Proceedings of the 2004 ACM workshop on Rapid malware**

Full text available:  pdf(196.27 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)

Mass-mailing worms have made a significant impact on the Internet. These worms consume


valuable network resources and can also be used as a vehicle for DDoS attacks. In this paper, we analyze network traffic traces collected from a college campus and present an in-depth study on the effects of two mass-mailing worms, SoBig and MyDoom, on outgoing traffic. Rather than proposing a defense strategy, we focus on studying the fundamental behavior and characteristics of these worms. This analysis I ...

**Keywords:** internet worms, network security, traffic analysis

74 A study of priority pricing in multiple service class networks

Ron Cocchi, Deborah Estrin, Scott Shenker, Lixia Zhang

August 1991 **ACM SIGCOMM Computer Communication Review , Proceedings of the conference on Communications architecture & protocols**, Volume 21 Issue 4

Full text available:  pdf(910.29 KB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#)

75 Novel search environments: Exploring discussion lists: steps and directions

Paula S. Newman

July 2002 **Proceedings of the second ACM/IEEE-CS joint conference on Digital libraries**

Full text available:  pdf(343.09 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

This paper describes some new facilities for exploring archived email-based discussion lists. The facilities exploit some specific properties of email messages to obtain improved archive overviews, and then use new tree visualizations, developed for the purpose, to obtain thread overviews and mechanisms to aid in the coherent reading of threads. We consider these approaches to be limited, but useful, approximations to more ideal facilities; a final section suggests directions for further work in ...

**Keywords:** discussion list, email, email archive, narrowtree, on-line forum, persistent conversation, thread, treetable

76 Dynamic Access Control: An access control model for dynamic client-side content

Adam Hess, Kent E. Seamons

June 2003 **Proceedings of the eighth ACM symposium on Access control models and technologies**

Full text available:  pdf(608.50 KB) Additional Information: [full citation](#), [abstract](#), [references](#), [index terms](#)


The focus of access control in client/server environments is on protecting sensitive server resources by determining whether or not a client is authorized to access those resources. The set of resources are usually static, and an access control policy associated with each resource specifies who is authorized to access the resource. In this paper, we turn the traditional client/server access control model on its head, and address how to protect the sensitive content that clients disclose to serve ...

**Keywords:** access control, authentication, credentials, trust negotiation

77 The XXII self-assessment: the ethics of computing

Eric A. Weiss


November 1990 **Communications of the ACM**, Volume 33 Issue 11

Full text available:  pdf(2.45 MB) Additional Information: [full citation](#), [references](#), [citations](#), [index terms](#), [review](#)

78 The work to make a network work: studying CSCW in action

John Bowers

October 1994 **Proceedings of the 1994 ACM conference on Computer supported cooperative work**

Full text available:  pdf(1.69 MB)


Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

This paper reports on a field study of the procurement, implementation and use of a local area network devoted to running CSCW-related applications in an organization within the U.K.'s central government. In this particular case, the network ran into a number of difficulties, was resisted by its potential users for a variety of reasons, was faced with being withdrawn from service on a number of occasions and (at the time of writing) remains only partly used. The study points to the kinds of ...

79 CAIS: collaborative asynchronous inspection of software

Vahid Mashayekhi, Chris Feulner, John Riedl

December 1994 **ACM SIGSOFT Software Engineering Notes , Proceedings of the 2nd ACM SIGSOFT symposium on Foundations of software engineering**, Volume 19 Issue 5

Full text available:  pdf(1.55 MB)

Additional Information: [full citation](#), [abstract](#), [references](#), [citations](#), [index terms](#)

Many software engineering tasks have a synchronous component that requires the participants to assemble together at the same time and place. This approach is expensive in terms of traveling, scheduling and human resources. Existing computer tools mitigate these constraints by adding structure to the meeting, providing on-line document support, and distributing the participants over geographic boundaries. The constraint remains, however, that all participants participate at the same time. We propose ...

**Keywords:** asynchrony, collaboration, computer-supported cooperative work, concurrent software engineering, notification, software inspection

80 Professional ethics in information systems: a personal perspective

Robert M. Davison

April 2000 **Communications of the AIS**

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### 1 Providing a white page service to the Human Genome Project

*Young Bae Choi; In Kuan Cheang; Tanq, A.;*

Singapore ICCS '94. Conference Proceedings. , Volume: 3 , 14-18 Nov. 1994  
Pages:1185 - 1189 vol.3

[\[Abstract\]](#)   [\[PDF Full-Text \(396 KB\)\]](#)   **IEEE CNF**

### 2 Comparison of stringmatching algorithms: an aid to information content security

*A-Ning Du; Bin-Xing Fang; Xiao-Chun Yun; Ming-Zeng Hu; Xiu-Rong Zheng;*

Machine Learning and Cybernetics, 2003 International Conference on , Volume: 5 , 2-5 Nov. 2003  
Pages:2996 - 3001 Vol.5

[\[Abstract\]](#)   [\[PDF Full-Text \(430 KB\)\]](#)   **IEEE CNF**

### 3 Privacy recovery with disposable email addresses

*Seigneur, J.-M.; Jensen, C.D.;*

Security & Privacy Magazine, IEEE , Volume: 1 , Issue: 6 , Nov.-Dec. 2003  
Pages:35 - 39

[\[Abstract\]](#)   [\[PDF Full-Text \(428 KB\)\]](#)   **IEEE JNL**

### 4 Securing your Internet connection: a sequel

*Rabinovitch, E.;*

Communications Magazine, IEEE , Volume: 40 , Issue: 9 , Sep 2002  
Pages:10, 12

[\[Abstract\]](#)   [\[PDF Full-Text \(1212 KB\)\]](#)   **IEEE JNL**

**5 A dialogue technique to enhance electronic communication in virtual teams**

*Tan, B.C.Y.; Kwok-Kee Wei; Huang, W.W.; Guet-Ngoh Ng;*

Professional Communication, IEEE Transactions on , Volume: 43 , Issue: 2 , June 2000

Pages:153 - 165

[\[Abstract\]](#) [\[PDF Full-Text \(168 KB\)\]](#) IEEE JNL

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**6 Anonymous connections and onion routing**

*Reed, M.G.; Syverson, P.F.; Goldschlag, D.M.;*

Selected Areas in Communications, IEEE Journal on , Volume: 16 , Issue: 4 , May 1998

Pages:482 - 494

[\[Abstract\]](#) [\[PDF Full-Text \(124 KB\)\]](#) IEEE JNL

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**7 Spam: the plague of junk E-mail**

*Ivey, K.C.;*

Computer Applications in Power, IEEE , Volume: 11 , Issue: 2 , April 1998

Pages:15 - 16

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**8 E-Signature versus e-Identity: the creation of the digital citizen**

*Jakisch, G.;*

Database and Expert Systems Applications, 2000. Proceedings. 11th International Workshop on , 4-8 Sept. 2000

Pages:312 - 316

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**9 Secure Electronic Post Office**

*Ming-I Hsieh; Hsia O-Kuang Wu;*

Security Technology, 2000. Proceedings. IEEE 34th Annual 2000 International Carnahan Conference on , 23-25 Oct. 2000

Pages:251 - 256

[\[Abstract\]](#) [\[PDF Full-Text \(576 KB\)\]](#) IEEE CNF

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**10 Internet business opportunities**

*Machover, C.;*

Computer Graphics International, 1997. Proceedings , 23-27 June 1997

Pages:138 - 143

[\[Abstract\]](#) [\[PDF Full-Text \(420 KB\)\]](#) IEEE CNF

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**11 The Internet and the World Wide Web**

*Weaver, A.C.;*

Industrial Electronics, Control and Instrumentation, 1997. IECON 97. 23rd International Conference on , Volume: 4 , 9-14 Nov. 1997

Pages:1529 - 1540 vol.4

[\[Abstract\]](#)   [\[PDF Full-Text \(1400 KB\)\]](#)   IEEE CNF

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**12 A new type optimized LEO satellite global email communication network**  
*Cheng, B.; Ward, J.W.; Sweeting, M.N.; Sun, W.; Jackson, C.;*  
Global Telecommunications Conference, 1997. GLOBECOM '97., IEEE , Volume:  
2 , 3-8 Nov. 1997  
Pages:1133 - 1137 vol.2

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**13 A voice-controlled automatic telephone switchboard and directory information system**  
*Kellner, A.; Rueber, B.; Seide, F.;*  
Interactive Voice Technology for Telecommunications Applications, 1996.  
Proceedings., Third IEEE Workshop on , 30 Sept.-1 Oct. 1996  
Pages:117 - 120

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**14 AR-Campus**  
*Hinn, R.; Redmer, B.; Domik, G.;*  
Augmented Reality Toolkit, The First IEEE International Workshop , 29 Sept. 2002  
Pages:2 pp.

[\[Abstract\]](#)   [\[PDF Full-Text \(377 KB\)\]](#)   IEEE CNF

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**15 Using plain base32 ASCII-compatible encoding in the local part of E-mail addresses**  
*Pei-Chi Wu;*  
Applications and the Internet, 2002. (SAINT 2002). Proceedings. 2002 Symposium  
on , 28 Jan.-1 Feb. 2002  
Pages:214 - 219

[\[Abstract\]](#)   [\[PDF Full-Text \(275 KB\)\]](#)   IEEE CNF

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### 16 The SIMBA user alert service architecture for dependable alert delivery

Wang, Y.-M.; Bahl, P.; Russell, W.;  
Dependable Systems and Networks, 2001. Proceedings. The International  
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Molina-Jimenez, C.; Marshall, L.;  
Internet Applications, 2001. WIAPP 2001. Proceedings. The Second IEEE Workshop  
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Pages:32 - 40

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### 18 On-line discussions: a key to enhancing student motivation and understanding?

Larkin-Hein, T.;  
Frontiers in Education Conference, 2001. 31st Annual , Volume: 2 , 10-13 Oct.  
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Pages:F2G - 6-F2G-12 vol.2

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### 19 An dynamic Hangul E-mail address management protocol

Kyo-Cheul Hwang; Jae-Yong Lee; Kyoon-Ha Lee;  
TENCON 99. Proceedings of the IEEE Region 10 Conference , Volume: 1 , 15-17  
Sept. 1999  
Pages:210 - 213 vol.1

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20 **SITES: Slovene Interactive Text-to-Speech Evaluation Site**

*Gros, J.; Mihelic, F.; Pavesic, N.;*

Industrial Electronics, 1999. ISIE '99. Proceedings of the IEEE International Symposium on , Volume: 1 , 12-16 July 1999

Pages:213 - 216 vol.1

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21 **LAN-based office for the enterprise, a case study**

*Lamb, J.; Cusato, T.;*

Local Computer Networks, 1994. Proceedings., 19th Conference on , 2-5 Oct. 1994

Pages:440 - 447

[\[Abstract\]](#) [\[PDF Full-Text \(540 KB\)\]](#) IEEE CNF

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22 **Privacy, e-mail, and information policy: where ethics meets reality**

*Thompson, J.A.; DeTienne, K.B.; Smart, K.L.;*

Professional Communication, IEEE Transactions on , Volume: 38 , Issue: 3 , Sept. 1995

Pages:158 - 164

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23 **Internetworking with the Power Globe remailer**

*Ramesh, V.C.; Heydt, G.T.;*

Computer Applications in Power, IEEE , Volume: 8 , Issue: 3 , July 1995

Pages:36 - 39

[\[Abstract\]](#) [\[PDF Full-Text \(364 KB\)\]](#) IEEE JNL

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24 **Applying an information gathering architecture to Netfind: a white pages tool for a changing and growing Internet**

*Schwartz, M.F.; Pu, C.;*

Networking, IEEE/ACM Transactions on , Volume: 2 , Issue: 5 , Oct. 1994

Pages:426 - 439

[\[Abstract\]](#) [\[PDF Full-Text \(1460 KB\)\]](#) IEEE JNL

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25 **Extending the reach of business processes**

*Dipanjan Chakraborty; Lei, H.;*

Computer , Volume: 37 , Issue: 4 , April 2004

Pages:78 - 80

[\[Abstract\]](#) [\[PDF Full-Text \(439 KB\)\]](#) IEEE JNL

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26 **A comprehensive architecture for continuous media email**

*Turner, D.A.; Ross, K.W.;*

Multimedia, IEEE , Volume: 8 , Issue: 2 , April-June 2001

Pages:88 - 98

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**27 The neighbourhood school in the global village**

*Carroll, J.M.; Rosson, M.B.;*

Technology and Society Magazine, IEEE , Volume: 17 , Issue: 4 , Winter 1998-1999

Pages:4 - 9, 44

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**28 What the Internet can do for you**

*Mercier, C.D.; Hembree, S.D.;*

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Pages:8 - 15

[\[Abstract\]](#)   [\[PDF Full-Text \(1368 KB\)\]](#)   [IEEE JNL](#)

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**29 Internet-future communication within the industry**

*Field, C.;*

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Pages:397 - 401

[\[Abstract\]](#)   [\[PDF Full-Text \(48 KB\)\]](#)   [IEEE JNL](#)

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**30 Personal privacy: an endangered species in the information age?**

*Hedberg, S.;*

Parallel & Distributed Technology: Systems & Applications, IEEE [see also IEEE Concurrency] , Volume: 4 , Issue: 4 , Winter 1996

Pages:4 - 7

[\[Abstract\]](#)   [\[PDF Full-Text \(740 KB\)\]](#)   [IEEE JNL](#)

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**31 Names on the Net, e-mail in court, and trade secrets for hire**

*Galkin, W.;*

Computer, Volume: 29, Issue: 1, Jan. 1996

Pages:110 - 111

[\[Abstract\]](#)   [\[PDF Full-Text \(740 KB\)\]](#)   IEEE JNL

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**32 Relating communication training to workplace requirements: the perspective of new engineers**

*Vest, D.; Long, M.; Thomas, L.; Palmquist, M.E.;*

Professional Communication, IEEE Transactions on, Volume: 38, Issue: 1, March 1995

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[\[Abstract\]](#)   [\[PDF Full-Text \(716 KB\)\]](#)   IEEE JNL

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**33 The effect of management and social interaction on the intra-firm diffusion of electronic mail systems**

*Astebro, T.;*

Engineering Management, IEEE Transactions on, Volume: 42, Issue: 4, Nov. 1995

Pages:319 - 331

[\[Abstract\]](#)   [\[PDF Full-Text \(1484 KB\)\]](#)   IEEE JNL

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**34 How to predict e-mail viruses under uncertainty**

*InSeon Yoo; Ultes-Nitsche, U.;*

Performance, Computing, and Communications, 2004 IEEE International Conference on, 15-17 April 2004

Pages:675 - 679

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**35 Automatic summarization for personal digital photos**

*Jun Li; Joo Hwee Lim; Qi Tian;*

Information, Communications and Signal Processing, 2003 and the Fourth Pacific Rim Conference on Multimedia. Proceedings of the 2003 Joint Conference of the Fourth International Conference on , Volume: 3 , 15-18 Dec. 2003  
Pages:1536 - 1540 vol.3

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**36 The virtual classroom experience**

*Thomas, B.B.;*

Frontiers in Education, 2003. FIE 2003. 33rd Annual , Volume: 3 , 5-8 Nov. 2003  
Pages:S2F - 1-4 vol.3

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**37 Controller for remote network monitoring**

*Ivanov, R.S.;*

Telecommunications in Modern Satellite, Cable and Broadcasting Service, 2003. TELSIKS 2003. 6th International Conference on , Volume: 2 , 1-3 Oct. 2003  
Pages:656 - 658 vol.2

[\[Abstract\]](#)   [\[PDF Full-Text \(363 KB\)\]](#)   IEEE CNF

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**38 A workflow-centric study of organizational knowledge distribution**

*Zhao, J.L.; Kumar, A.; Stohr, E.A.;*

System Sciences, 2000. Proceedings of the 33rd Annual Hawaii International Conference on , 4-7 Jan. 2000  
Pages:10 pp. vol.2

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